

FIGURE 1

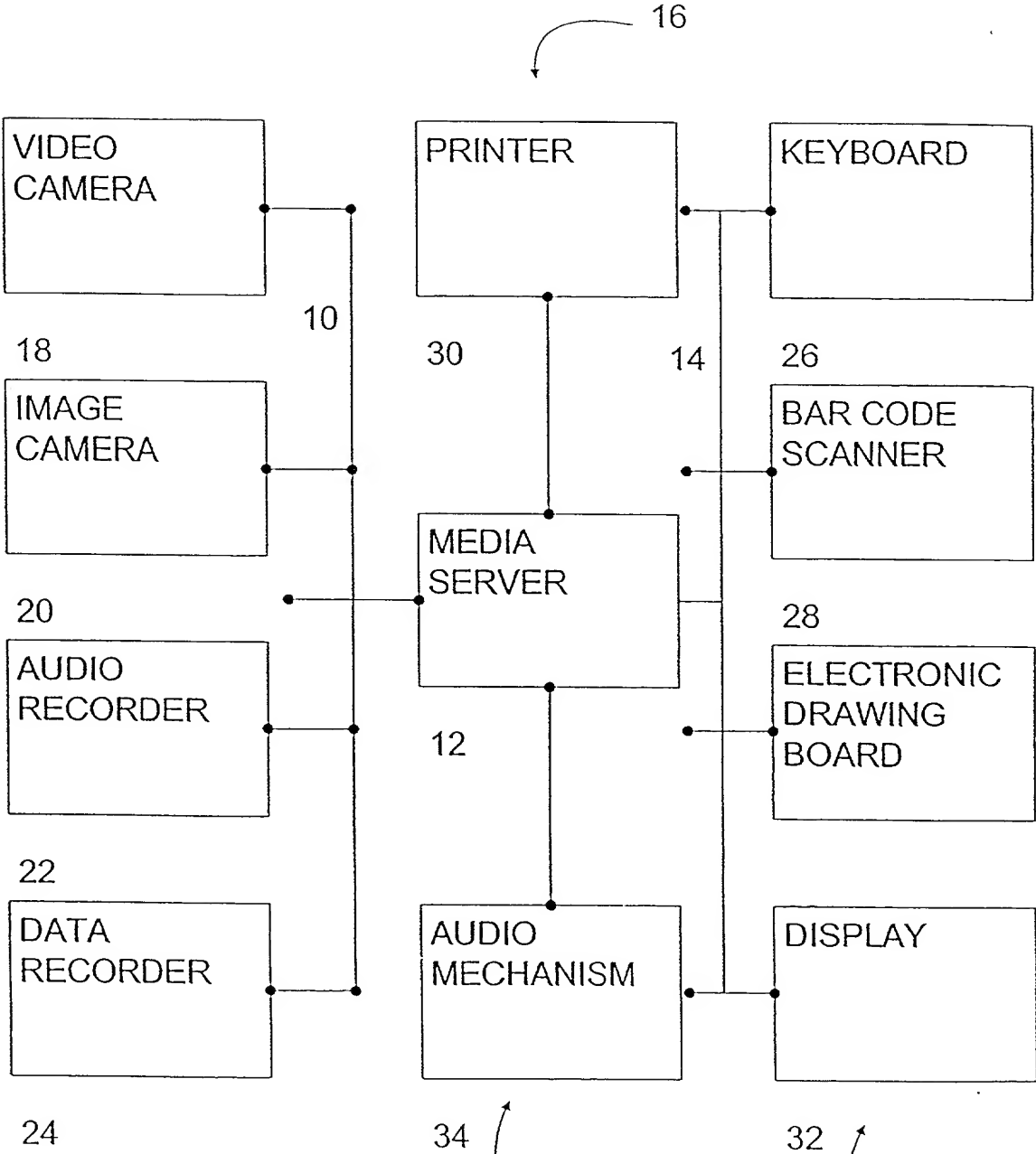


FIGURE 2

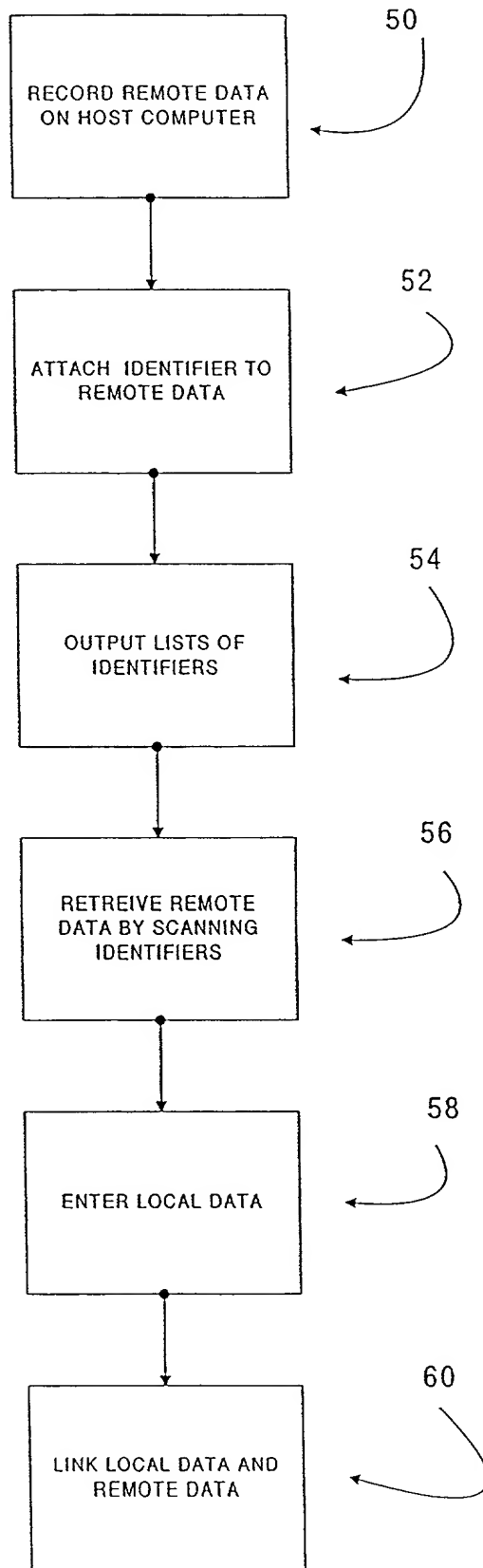


FIGURE 3









46	42	44
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION

FIGURE 4

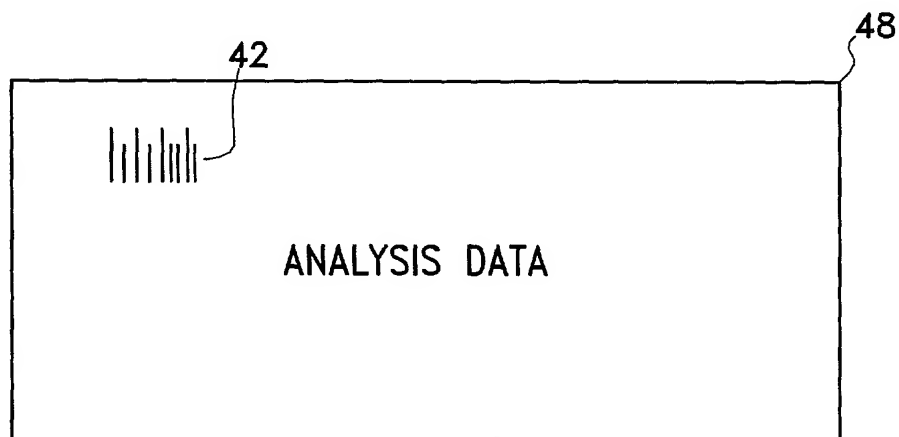


FIGURE 5

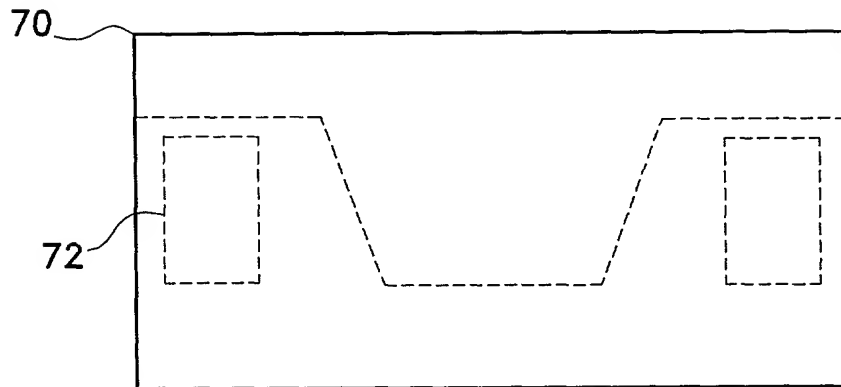


FIGURE 6

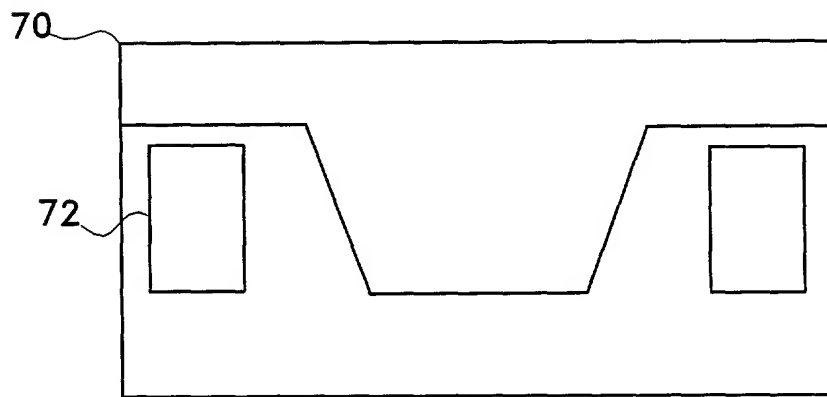


FIGURE 7

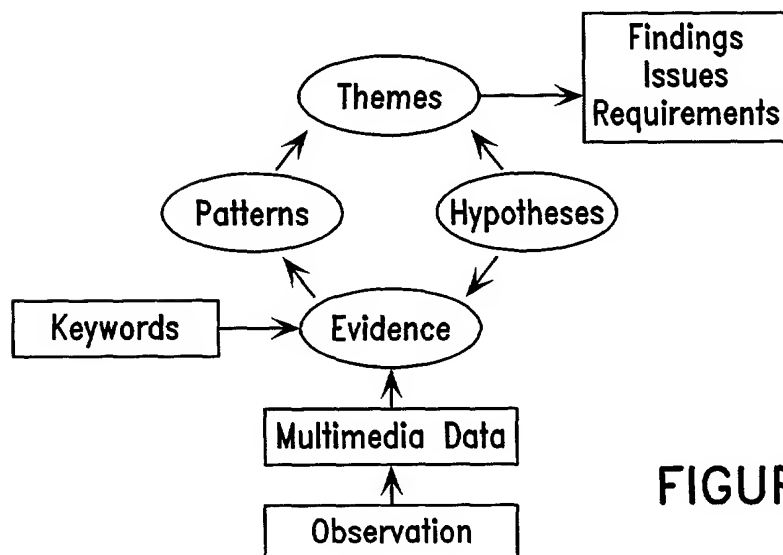


FIGURE 8

Themes

Contribution to
Knowledge
System

Findings, Issues, Requirements

Issue: People will share knowledge
if they know who is using it.
Requirement: Feedback mechanisms
are needed to enhance sharing.

Hypotheses

People have no time to
contribute to knowledge
repositories.

Patterns

People spend large
amounts of time sharing
knowledge via email
and phone.

Evidence

Joe Smith: "I don't have any time to contribute."
Joe Smith: "I spend about 8 hrs/wk helping others."

FIGURE 9

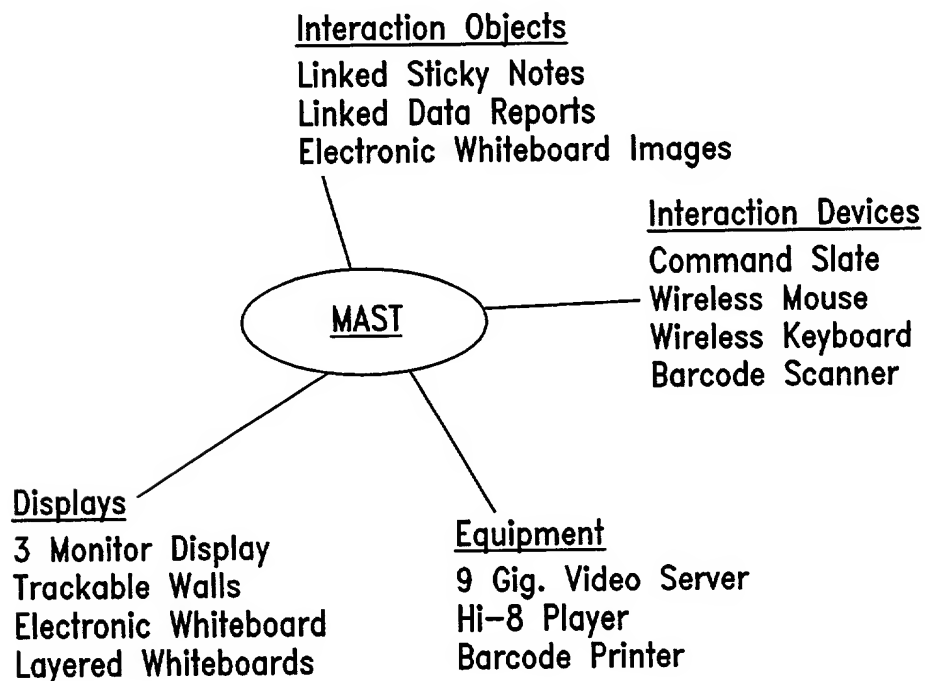


FIGURE 10

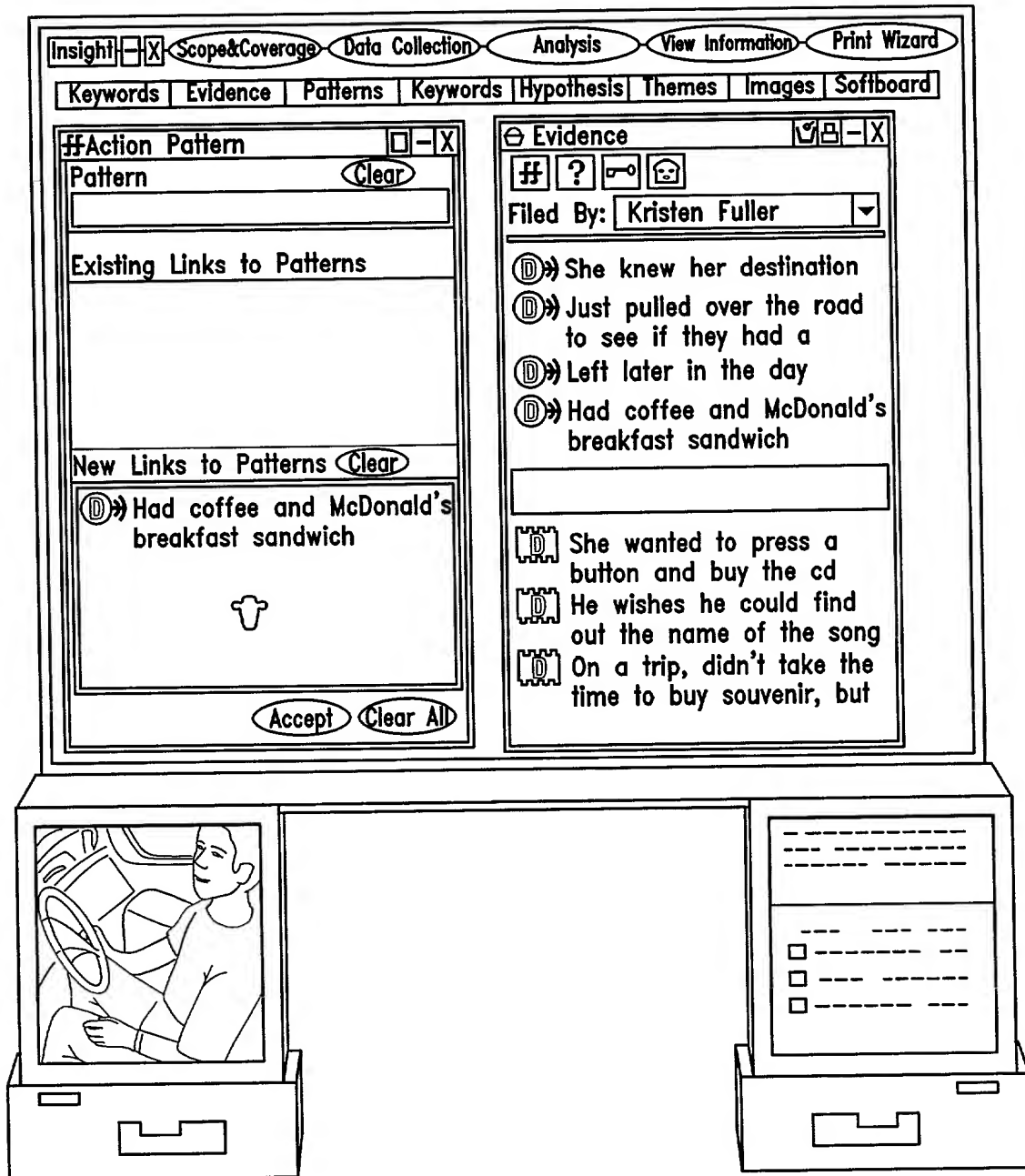
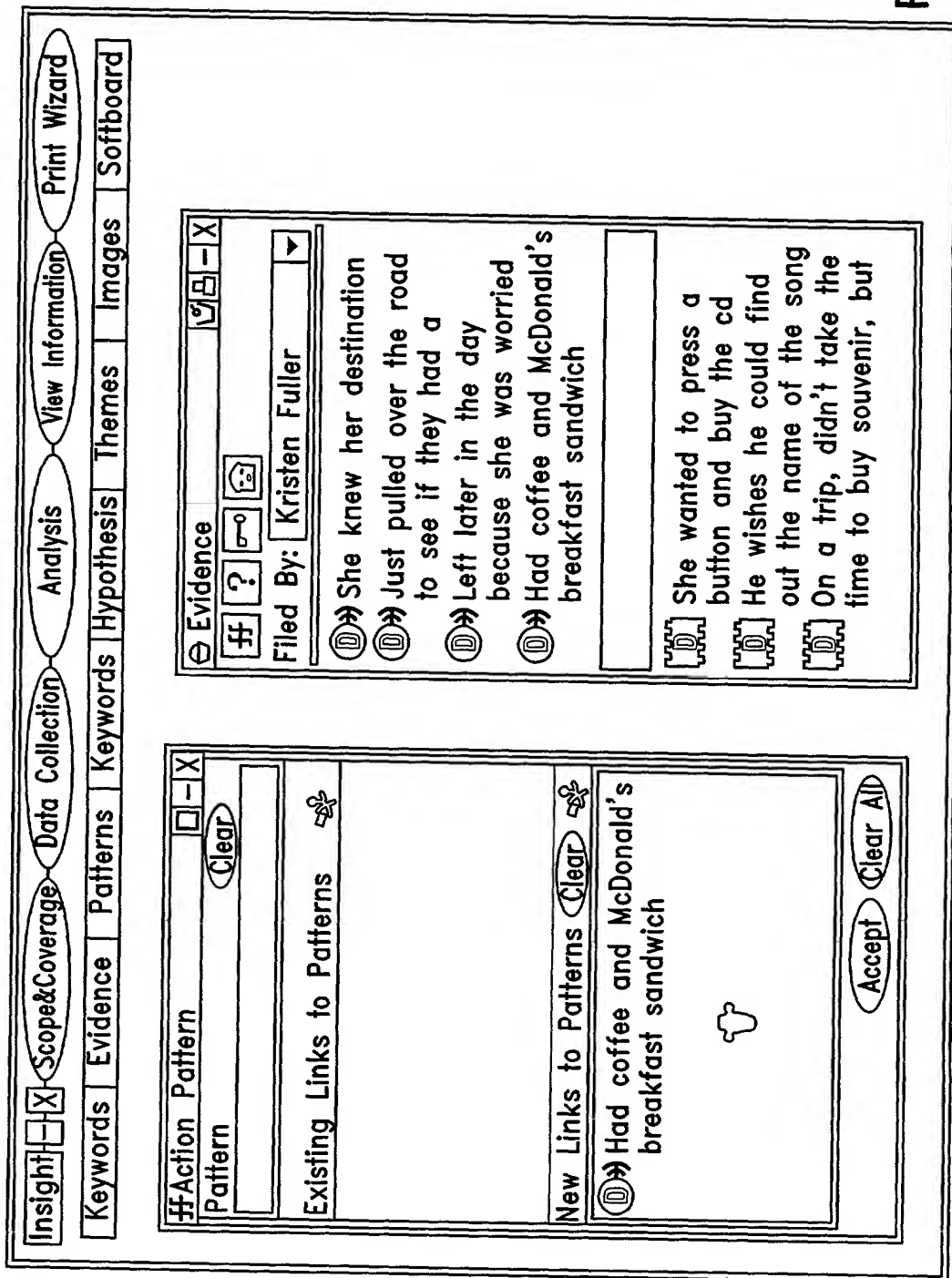


FIGURE 11



Pattern

Impulse purchases while in the car are not being taken advantage of

Links to...

Left later in the day because she was worried about

Had coffee and McDonald's breakfast sandwich

She wanted to press a button and buy the cd from th

He wishes he could find out the name of a song on t

On a trip, didn't take the time to buy souvenir, but w

FIGURE 13

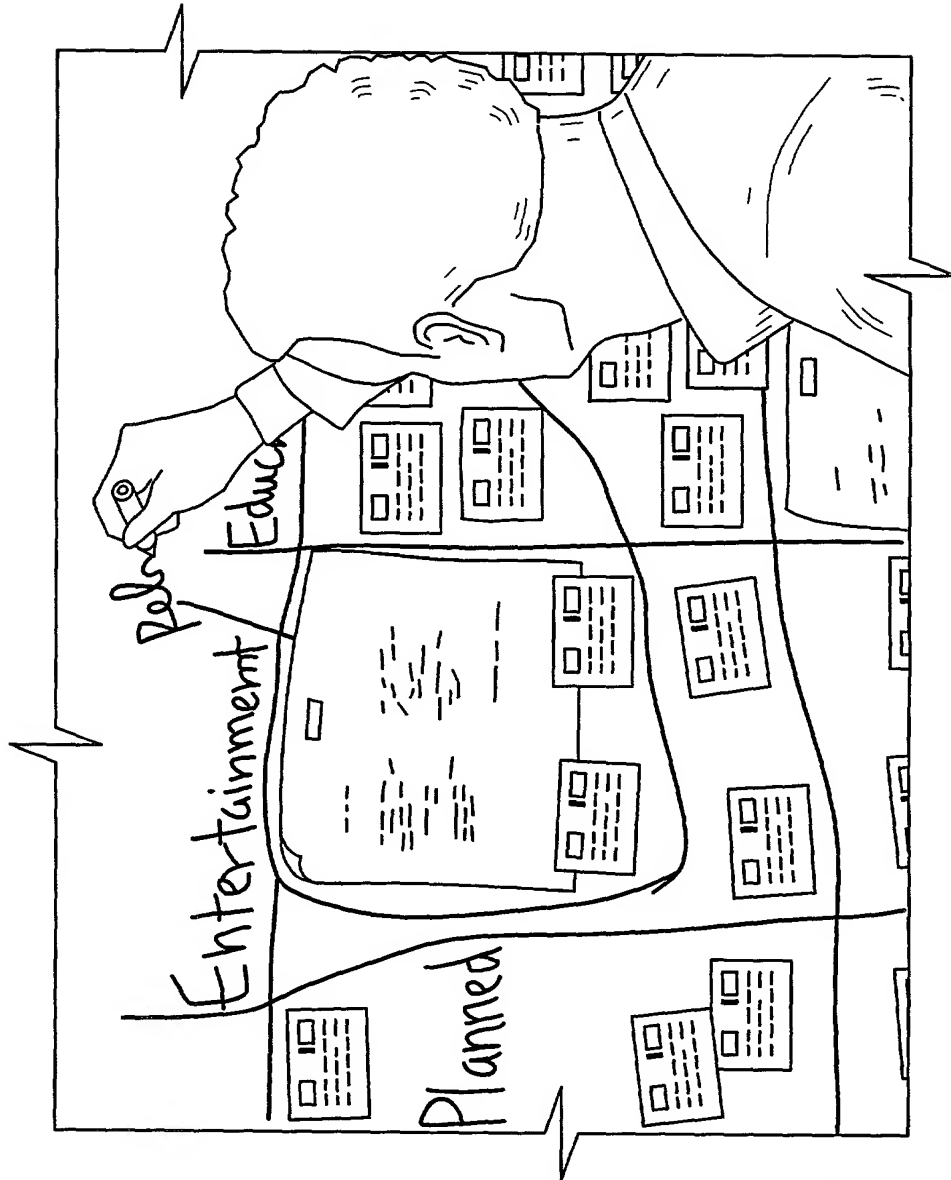


FIGURE 14

FOOTNOTES